Welcome to a whole new level of interactive home security.

Midco SmartHOME™

Monitoring | Home Automation | Energy Management

User Manual

- Touchscreen
- Key Fob Keychain Remote
- Web Access
- iPhone®/iPod touch®/ iPad®/ Android™ Device Access

USER MANUAL

Introducing a whole new level of security for the things that matter most in your life. Whether you're home or away, at your desk or on the go, our interactive home security system makes it simple to monitor your property, keep your loved ones safe, and stay connected to home and family from anywhere.

This user manual was designed to help you learn how to use the features of your new system.

Midcontinent COMMUNICATIONS

The Connection That Counts™

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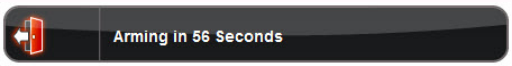
System Status Icons

The various user interfaces include the following icons that provide an at-a-glance overview of the status of your system.

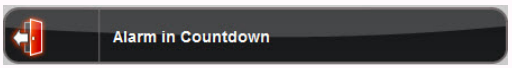
The Security status of your security system is displayed in the large Security Status header.

This is the Security Status header when the status is “Armed”.

This is the Security Status header when the status is “Disarmed”.



When you arm the system, an exit delay period begins. The System Status Header indicates the number of seconds before the system is armed. You must exit the premises and secure the entry/ exit door before the exit delay period ends.



You must exit the premises and secure the entry/ exit door before the exit delay period ends. When someone enters an armed premises, an entry delay period starts (generally, around 30 seconds long).

System & Zone Trouble Header

The System & Zone Trouble header displays in the upper right hand of the Subscriber Portal and Touchscreen. It only displays when there is a connectivity or power problem with the Touchscreen (power, broadband, etc.). It also displays when a sensor is inoperable (such as due to a battery failure) or is being tampered.

No Connectivity

Power Failure

Critical Sensor Failure

Multiple Troubles

When a System & Zone header is displayed, click it to display more information.

TOUCHSCREEN

The interactive Touchscreen acts as the control center that enables you to operate your security system and interact with your home at the touch of a button. Use it to arm and disarm your system, view live video from cameras placed in your home and view real-time web content all from the full-color display. The following section provides an overview of your Touchscreen and offers quick tips on how to use the various features.

Home Screen

The Home screen is the main display that provides quick access to all Touchscreen features. In addition to the descriptive icons that make it easy to navigate, this screen provides a visible and audible alert if a sensor is triggered when the system is armed or if an environmental sensor, such as a smoke detector, is activated.

Press the button on the Touchscreen at anytime to return to the Home screen.

Security Status Header

The Security Status header displays in the upper left hand of the Touchscreen. It displays whether the system is armed or disarmed. During an alarm, the Security Status header changes to show an Alarm state.

Displayed events that prevent arming replace the Security Status Header altogether.

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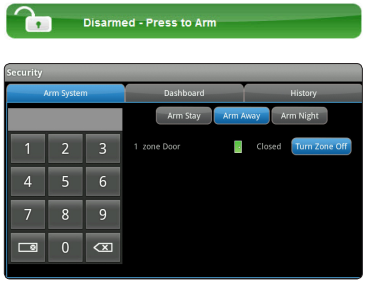
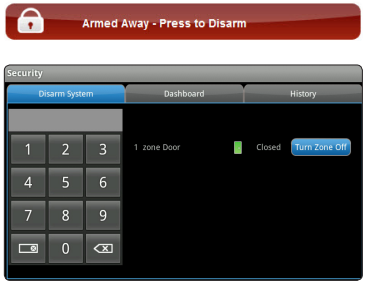
TOUCHSCREEN



Arm

1. Touch the Disarmed - Press to Arm button on the Home Screen.
2. Select Arm Stay to arm the sensors on your doors and windows only with a 30-second exit delay, or Arm Night with no delay.
   Or select Arm Away to arm all sensors including the motion detectors.
3. Press the Turn Zone Off button for any security zones that you want to bypass.
4. Follow prompt to enter code to Turn Zone Off.
5. Enter your 4-digit security code to arm the system.

Note: The Touchscreen generates short, audible alerts while arming, indicating 60 seconds for exit. Audible alerts last for 30 seconds for entry.



Disarm

1. Touch the Armed Away - Press to Disarm button on the Home Screen.
2. Enter your 4-digit security code to disarm the system.

Emergency

Sends an immediate alarm to the central monitoring station, indicating an emergency of a specific type — medical, fire or police.

1. Touch on the bottom of the Touchscreen to display the individual emergency buttons.
2. Press the applicable button to alert the proper authorities.
3. Note: Enter your 4-digit security code to cancel the alarm.

Note: Pressing the police button will sound a silent panic. Pressing the screen a second time will sound an audible alarm.

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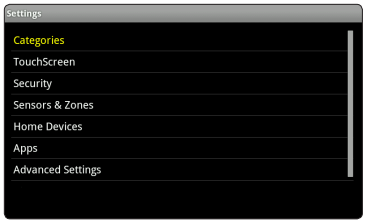
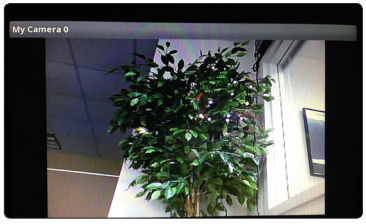


Settings

Displays a list of settings options to customize your Touchscreen. Categories include:

1. Touchscreen – Clean screen, screensaver, sound and button configurations, etc.
2. Security – Manage keypad codes, default arming app configuration, alarm test.
3. Sensors & Zones – Change zone order, etc.
4. Home Devices – Add, edit and delete devices that control cameras, key fobs and more.
5. Apps – Add, remove and reorder apps.
6. Advanced Settings – Account information, security secret word, connectivity and Touchscreen reboot features.
7. About – Detailed Touchscreen information.



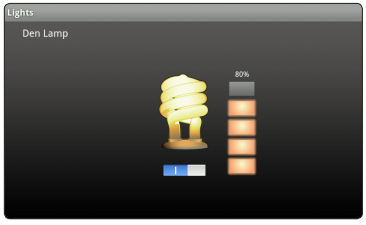
Home Management

View live video from in-home cameras.

Cameras

View live video from cameras installed on your system.

1. Touch the Cameras app.
2. Touch the camera image to view live video from that camera. If only one camera is connected to the system, live video will automatically appear. Multiple cameras will display thumbnails.

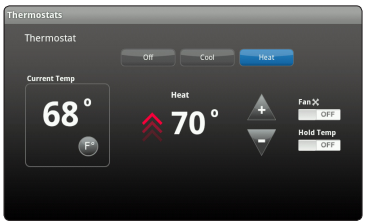


Lights

Adjust settings for lights throughout your home.

1. Touch the Lights app to display a list of the lighting modules installed in your home, as well as the current setting of each.
2. Change the current setting with the power switch.
3. For lamps equipped with a dimmer function, use the slider bar to adjust the brightness level.

TOUCHSCREEN



Thermostats

Adjust settings for thermostats installed throughout your home.

1. Touch the Thermostats app.
2. Change mode to Off, Cool or Heat.
3. When in Cool or Heat Mode, use the arrows to adjust.
4. Turn Hold on to maintain the mode and ignore any other programming configured on the Thermostat device.

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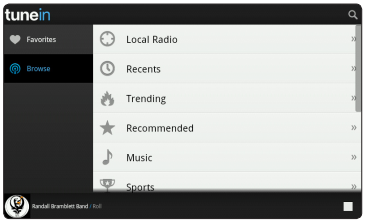
Information, Media and Entertainment

Quick-glance, customizable information.

Clock

Touch the clock app icon to display the time.

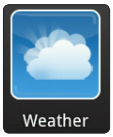
1. Touch the Clock app.
2. Touch to add seconds to the digital time display.
3. Touch to change to an analog clock.

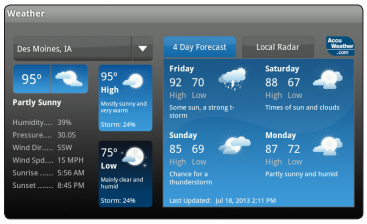


TuneIn Radio

Listen to the world's radio with music, news, talk and comedy streaming from every continent.

1. Touch the TuneIn Radio app.
2. Browse from the menu to select station.

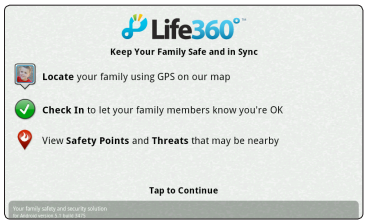




Weather

View 4 day forecast and weather radar.

1. Touch the Weather app.
2. Touch drop down scroll arrow.
3. Click on Edit to add a city.


Life360
Keep Your Family Safe and in Sync
Locate your family using GPS on our map
Check In to let your family members know you're OK
View Safety Points and Threats that may be nearby
Tap to Continue

Life360

Keeping your family safe and in sync.

1. Touch the Life360 app.
2. Touch to log into your account or create a new account.

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KEY FOB KEYCHAIN REMOTE

The wireless key fob gives you additional access to your system, enabling you to:

- Check the current system status (armed, disarmed, or “not ready”).
- Arm the system in Arm Away mode or Arm Stay mode.
- Disarm the system before entering the premises.
- Send an audible Panic alarm for police assistance.

Checking System Status

1. Tap and hold Disarm for 1.5 seconds to show the LED light that will verify the current status of security system.
2. The LED flashes amber once to indicate it has communicated with the system then:
   - Solid green for three seconds indicates system is disarmed.
   - Solid red for three seconds indicates system is armed.
   - Solid amber for three seconds indicates system is not ready to be armed (open zone, trouble).

Arming the System

From the key fob, you can arm your system in Arm Away mode or Arm Stay (Arm Night mode must be performed from the Touchscreen or Subscriber Portal).

Arm Away

1. Press and hold Arm for 1.5 seconds to activate the Arm Away function.
   - One red flash indicates key fob has contacted the system, then displays solid red for three seconds to indicate beginning of exit delay.
   - LED will flash amber seven times when the door/window is open or when the sensor is faulted.

Arm Stay

1. Double tap and hold Arm for 1.5 seconds to activate the Arm Stay function.
   - One amber flash indicates that the key fob is communicating with touchpad.
   - Solid red for three seconds indicates the Arm Stay function is activated with no exit delay.
   - LED will flash amber seven times when door/window is open or when the sensor is faulted.

Disarming the System

1. Press and hold Disarm for 1.5 seconds to disarm the system.

- One green flash indicates that the key fob is communicating with touchpad.
- Solid green for three seconds indicates system is disarmed

Panic Button Function

Will send immediate alarm to Central Monitoring for Emergency dispatch.

1. Press and hold the Panic button for 2.25 seconds to send an immediate alarm to Central Monitoring for police assistance.

- The touchpad will initiate an audible siren.
- LED flashes red once to show the key fob has contacted the system, then flashes red seven times.

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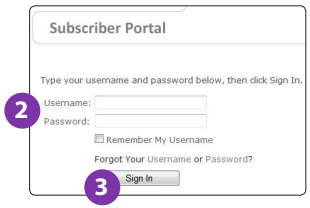
WEB ACCESS

Access your interactive home security system through your personal, secure web page. Check the status of your home, arm and disarm your system, see live video of your home, view video clips and pictures, change settings and much more from anywhere you have Internet access.



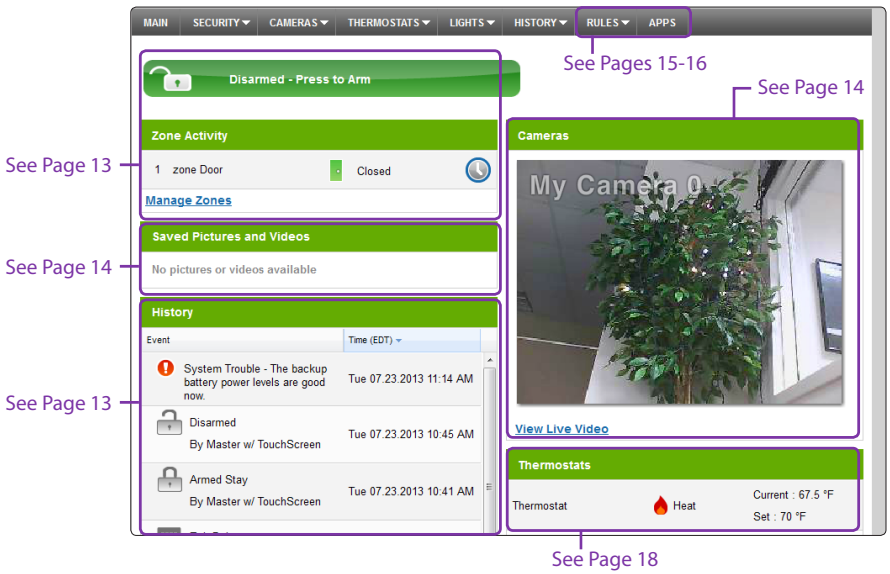
Signing In

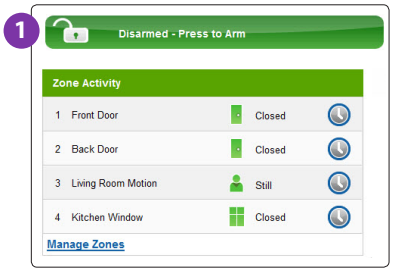
You will need to sign in each time you access the website.

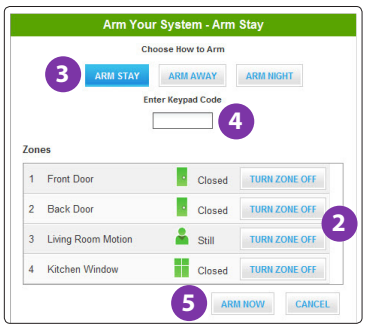
1. Go to midcocomm.com/smarthome.
2. Enter your username and password.
3. Click Sign In.

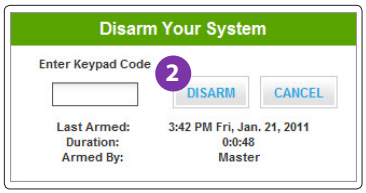
Main Tab

The Main tab provides a snapshot overview of your entire system. From this page, you can view general status information about your home and security system, and access various tabs to change system settings.









Security

Indicates the overall status of your security system.

To arm a disarmed system:

1. Click the Security Status header when it is in the Disarmed state.
   Or select Security > Arm on the toolbar.
2. If any security zones are currently faulted, preventing the system from being armed, you must click the Turn Zone Off button for that zone before arming the system.
3. Select the Arming Mode.
   - Arm Away — Everyone is leaving the house.
   - Arm Stay — There are still people in the premises.
   - Arm Night — Everyone is going to bed. This mode works the same as Arm Stay except that there is no Entry Delay period. If an entry/exit zone is opened, an alarm sounds immediately.
4. Enter your 4-digit security code.
5. Click Arm Now.

To disarm the system:

1. Click the Security Status header when it is in the Armed state.
   Or select Security > Disarm on the toolbar.
2. Enter your 4-digit security code, and click Disarm.

To manage other security settings, click Security on the toolbar.

Managing Keypad Codes

Keypad codes are used to arm or disarm the system. Multiple keypad codes can be assigned to track who enters and leaves the premises.
To manage keypad access codes, select Security > Keypad Codes on the toolbar and add a new access code or modify current access codes.

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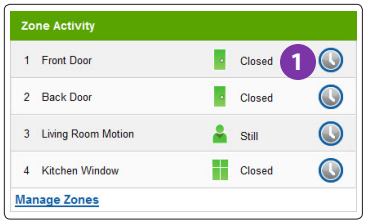
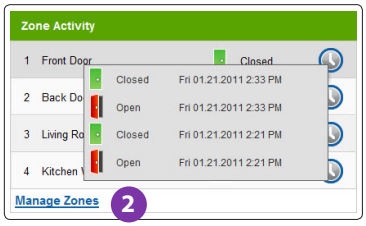
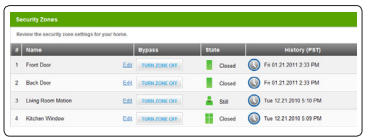


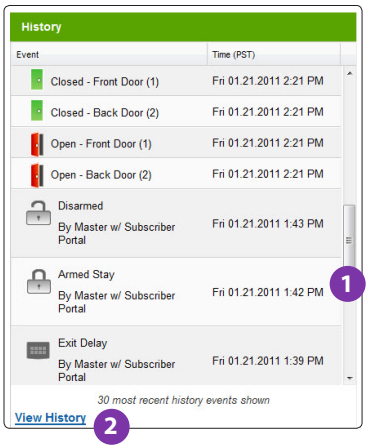




Zone Activity

The current state of all security devices connected to your system appears here. Click the device number to see the recent history.

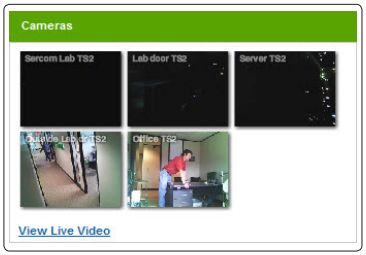
1. Click the clock icon next to the sensor name to see the recent history.
2. Click Manage Zones to edit zone names and to turn zones off.



History

View recent security device activity, alarm events and more.

1. Use the scroll bar to view all of the 30 most recent events.
2. Click View History or click the History Tab to view all events or to sort by date and event type.



Cameras

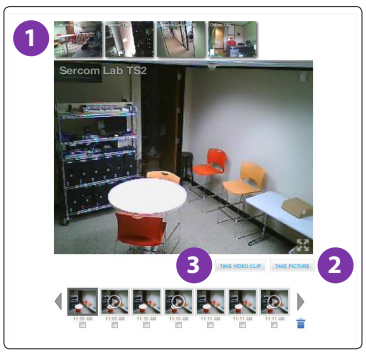
Displays live video and enables you to capture manual pictures or video clips from cameras installed in your home.

Viewing & Capturing Live Video and Snapshots

To view live video from the cameras attached to your system and take snapshots or videos, click Cameras > Live Video on the toolbar.

One of the cameras is displayed as live video. The other camera views (not live video) are arrayed over it.

1. Click an image above the video to view live video from each camera.
2. To take a snapshot with the currently selected camera, click Take Picture.
3. To take a video clip (about 20 seconds) with the currently selected camera, click Take Video Clip.
4. To delete snapshots or video clips, select one or more check boxes, and click the trash can.



Viewing Captured Pictures and Video Clips

To view captured images:

1. Select Cameras > Saved Pictures and Videos on the toolbar.
   The displayed screen lists the pictures and video clips captured manually and automatically (during alarm events).
2. Click on an image to view the captured images
3. Images that were captured automatically during an alarm, have an ALARM button and display the security zone that cause the images to be taken.
4. Images that were captured manually have a camera icon.
5. To delete an image or video, select the check box for each captured image or video and click the trash can.

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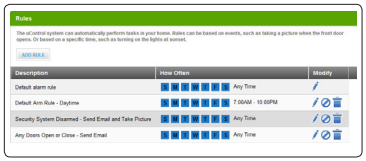
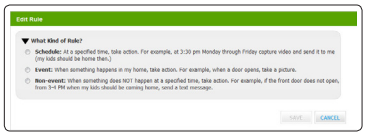




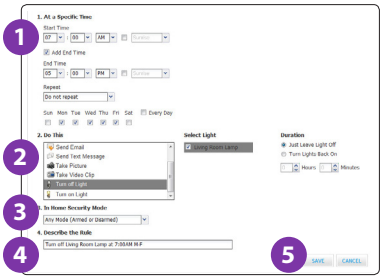
Rules (Alerts, Automations and Schedules)

The Rules are flexible methods for generating a variety of system actions (such as sending an email alert) whenever something else happens under specific circumstances.

To manage rules, click the Rules Tab. Rules setup and Contact for Rules will be displayed.

To add a rule, click Rule Setup and then Add Rule to determine which type of rule you'd like to configure:

- Schedule - Actions occur regularly on specified times, dates, and date ranges without regard to an additional event.
- Event - Actions occur when a specified event occurs at a security zone (door, window, motion detector, smoke alarm, etc.).
- Non-event - Actions occur when an expected event does not occur at a security zone. For example, send an SMS notification if the front door does not open between 3:30pm and 5pm on Monday through Friday when the kids are expected home.

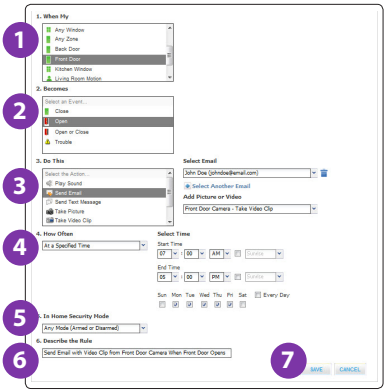


To set a Schedule:

1. Determine the Start Time for your Schedule. Check the box if you would like to add an End Time. Determine if you want the Schedule to repeat during the set times and then click the applicable Days.
2. Determine the action the rule will take. Depending on the action, you may have additional items to select.
3. Select the arming mode the rule applies.
4. Describe the rule.
5. Click Save.

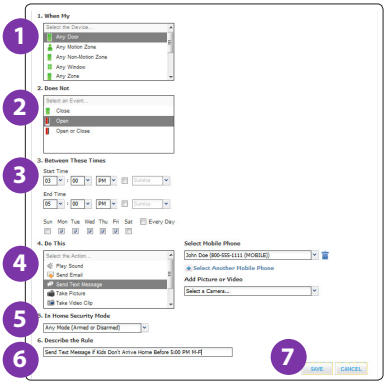
To add a Contact:

1. Select Contacts for Rules on Rules Tab. This allows you to add people you want to receive system alerts from the rules.



To set an Event rule:

1. Select a specific security zone that will trigger the action, or select the entire system.
2. Determine what happens at the security zone or the security system to trigger the action.
3. Select the action the rule will take. Depending on the action, you may have additional items to select.
4. Determine the time range and days of the week when the rule is applicable. You can select Any Time to have the rule apply whenever the selected event occurs.
5. Select the arming mode the rule applies.
6. Describe the rule.
7. Click Save.



To set a Non-Event rule:

1. Select a specific security zone to monitor.
2. Determine the event that fails to occur during the specified time range.
3. Determine the time/day range when the rule is applicable.
4. Select the action the rule will take if the specified conditions are met. Depending on the action, you may have additional items to select.
5. Select the arming mode the rule applies.
6. Describe the rule.
7. Click Save.

Manage Touchscreen Apps

You can manage what Touchscreen apps are displayed on your Touchscreen, configure them, and determine how they are displayed from the Subscriber Portal only.

Click Apps on the toolbar.

The apps at the top of the screen are those available to be added to the Touchscreen. The apps displayed in the Touchscreen image are those apps currently displayed on the Touchscreen. The apps are positioned in the image just as they are on the actual Touchscreen.

Images displayed in this user guide may vary slightly from what you see on your Midco SmartHOME system.

WEB ACCESS

Adding Touchscreen Apps

1. Click on the Touchscreen app you want to add from the top menu bar.
2. Click Add App. The Subscriber Portal pushes the app to the Touchscreen. An “updating” message is displayed while the app is being added.
3. Once you’ve added more than 10 apps, you must manage apps from your Touchscreen.

Editing Touchscreen Apps

Several Touchscreen apps have the capability to be personalized.

1. From the Manage Apps screen, hover your cursor over the app you want to edit. A label is displayed over the app.
2. Click Edit.
3. Each app will have a different edit menu.

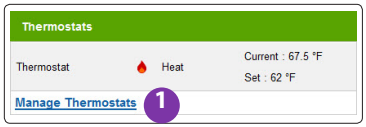
Deleting Touchscreen Apps

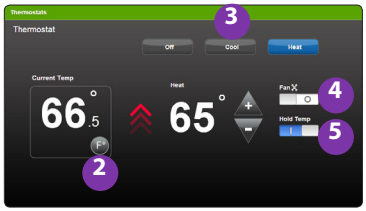
1. From the Manage Apps screen, hover your cursor over the app you want to delete. A label is displayed over the app.
2. Click Delete.
3. Click Delete App in the displayed confirmation dialog box.

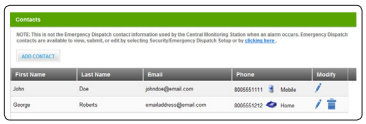
Repositioning Touchscreen Apps

You can change the order in which Touchscreen apps are displayed on the Touchscreen. All apps, except the Security, Settings, and Cameras apps, can be moved to the preferred location on the Touchscreen.

1. Click Reposition Apps to re-arrange the apps.
2. Drag and drop the apps to the preferred location on the Touchscreen.
3. When all the apps are repositioned to your satisfaction, click Update.







Thermostats

The current states of your thermostats are displayed on the Main screen. To manage your thermostat:

1. On the Main screen, in the Thermostats tool, click Manage Thermostats or click the Thermostats Tab. The current temperature appears in the middle of the screen. The unit of measure button on the right indicates whether the temperature is displayed in Fahrenheit or Celsius.
2. You can click unit of measure button to toggle the display between Fahrenheit or Celsius.
3. On the top of the screen, you can click Off, Cool or Heat, or to set the mode.
4. Turn Fan on or off using the toggle switch.
5. You can click Hold to maintain the mode and temperature settings and ignore any programming configured on the thermostat device.

Lights

The current state of your light settings is displayed on the Main screen. To manage your lights:

1. On the Main screen, in the Lights tool, click Manage Lights or click the Lights Tab.
2. In the Lights tool, you can turn the light on or off and set dimming percentage.

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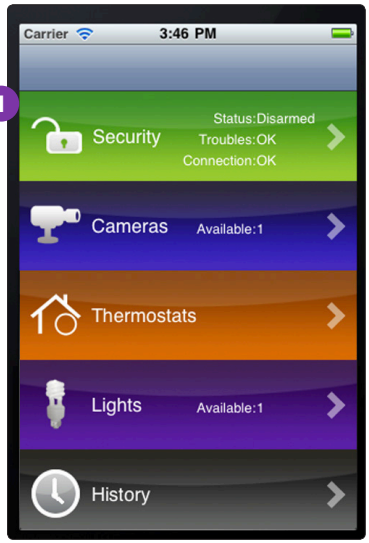
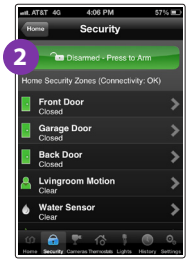
IPHONE®/IPOD TOUCH®/IPAD®/ANDROID™ DEVICE ACCESS

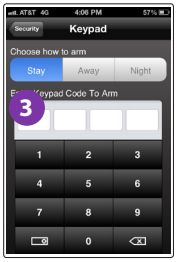
The iOS and Android™ applications allow you to access a core set of security system functions using your iPhone®, iPod Touch®, iPad® and Android™ devices. The application contains only the essential functionality available through web access.

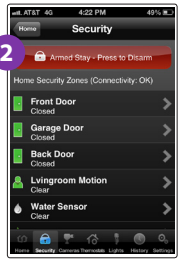
Download the "My Home Touchscreen" app from the Apple App Store or Google Play. Then, launch the application. Enter your Username and Password and click Login.

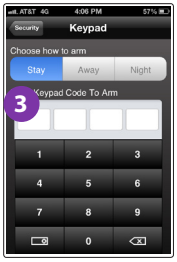
Note: This application requires your mobile device to be connected to the Internet to download the app.











Security

Remotely control your security system and view current arm/disarm status.

To arm your security system:

1. On the Home screen, tap Security.
2. To bypass any Home Security Zone, tap the respective zone and use the On/Off toggle.
3. On the Security screen, tap Disarmed – Press to Arm.
4. Tap Arm Stay to arm the sensors on your doors and windows only with a 30-second exit delay, or Arm Night with no delay. Or select Arm Away to include the motion detectors.
5. Enter your 4-digit security code to arm the system.
6. Once activated, your system will arm in a few seconds and indicate the new status.

To disarm your security system:

1. On the Home screen, tap Security.
2. On the Security screen, tap Armed – Press to Disarm.
3. Enter your 4-digit security code to disarm the system.

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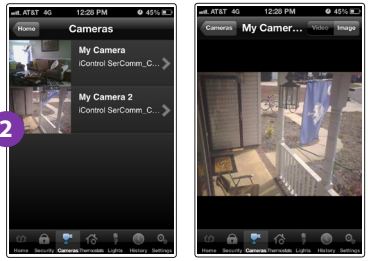
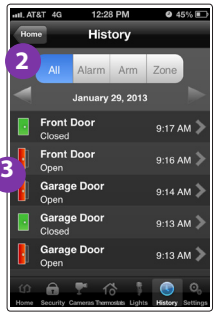


Cameras

View live video or captured pictures and video clips.

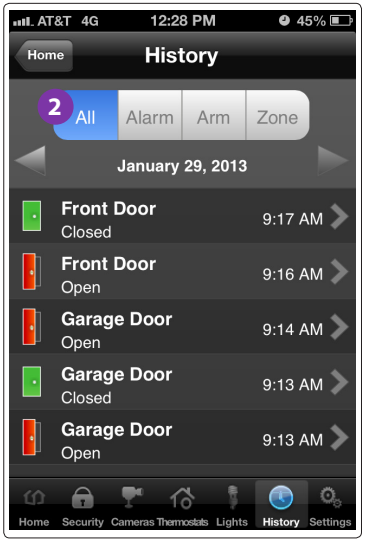
To view live video from your cameras:

1. On the Home screen, tap Cameras.
2. From the list, tap the camera you'd like to access. Live video will appear for that respective camera.



To view captured video clips or pictures from your cameras:

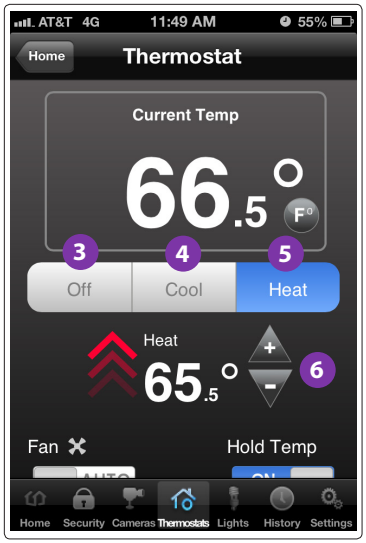
1. On the Home screen, tap History.
2. Use the menu at the top of the screen to filter the History:
   - All – View images captured manually from the Subscriber Portal or as a result of a Schedule rule configured in the Subscriber Portal.
   - Alarm – View images captured as part of an alarm.
   - Arm – View images captured as part of an arming event.
   - Zone – View images captured as part of a zone event.
3. Tap the listing to view the captured images.



History

View a log of events that have occurred in the system.

1. On the Home screen, tap History.
2. Choose to view a history of recent events based on the following criteria:
   - All – All logged events.
   - Alarm – Alarm events.
   - Arm – Arm/Disarm events.
   - Zone – Events related to security zones



Thermostats

Adjust all thermostats connected to your system.

1. On the Home screen, tap [Thermostats].
2. Tap the name of any thermostat to control that thermostat.
3. Tap Off to turn off the thermostat.
4. Tap Cool to set the thermostat to Cool mode.
5. Tap Heat to set the thermostat to Heat mode.
6. Tap ▲▼ to change the Heat or Cool temperature setting.

Lights

Adjust all lights connected to your system via the plug-in modules.

1. On the Home screen, tap [Lights].
2. If the light is on, tap bulb to turn it off.
3. If the light is off, tap bulb to turn it on.
4. If the light includes the dimmer function, you can adjust its brightness by tapping ⚙ and tapping preferable setting.

Images displayed in this user guide may vary slightly from what you see on your Midco SmartHOME system.

SECURITY MONITORING

The central monitoring station provides 24/7 U.L. approved monitoring for your residence or business.

The following information will provide you an overview of what occurs when the central monitoring station receives an alarm signal:

Immediate dispatch of Emergency Services

1. Duress
2. Panic (Silent)
3. Panic (Audible)

Verification call before dispatching Emergency Services

1. Medical Alarm activated on control panel
2. Fire activated on control panel
3. Smoke Detector
4. Burglary (Perimeter)
5. Motion Sensor alarm
6. Door/Window sensors alert
7. Tamper - System is armed and tampered with
8. Smash & Grab
9. 24 Hr. Non-Burglary
10. CO Alarm

Verification call only

1. Water Leak
2. AC Loss
3. Low System Battery
4. Sensor Trouble
5. Low Battery

How to Test Your System

Alarm system testing procedures

The purpose of testing the alarm system is to ensure the system is in proper working order and communicating to the monitoring station.The following procedure should be done at least once per month.

1. Call the monitoring station at 1-855-643-2674 (MIDCOSH) to place your account on test. You will need your Midco SmartHOME™ account number and your personal pass code.

2. Start by testing your keypad panic buttons. Press the (2) buttons to activate alarm. Insure to re-set the system after the activation.

3. Arm your system in the “stay” mode, this will allow you to test your perimeter devices – doors, windows, etc. Remember your entry door has a time delay, it will not activate the alarm until both the entry and exit delay has expired. It is not necessary to re-set the system each time you open each door or window.

4. Arm your system in the “away” mode. This will allow you to test the interior devices.

5. It you have any external panic devices such as a wireless key they can be tested at this time.

6. After all testing is complete; insure you re-set your alarm system by putting in your code & pressing off or using your off button on your wireless key.

7. Call the central station at 1-855-643-2674 (MIDCOSH) to verify all test alarms were received. If there is any question, re-test the affected part of the system again.

8. If you have any questions, please contact us at 1-800-888-1300.

TERMS AND CONDITIONS

1. The Customer understands that Telecom Associates d/b/a Comporium (hereinafter "Company") will provide monitoring services upon the Terms and Conditions set forth herein at the Customer's and Midcontinent's request. The Company is in the business of providing monitoring services for customers who have electro-protective systems at their homes, places of business, and other locations. Customer understands that in order for Company to provide its services, it needs to have on record basic information from Customer. The Customer acknowledges it.

2. Customer acknowledges it has or will contract with Midcontinent for the installation of a protective system at a property owned or occupied by Customer. In connection with this installation, Customer has requested monitoring services.

3. The Parties agree the Company's sole and only obligation under this Agreement is to monitor signals received by means of the electro-protective system installed by Midcontinent and located on the property listed by Customer and to respond to trouble signals when received. The Company, upon receipt of a trouble signal, shall make every reasonable effort to transmit the notice of the signal to the police, fire, or other authorizes and to the contact list of names and phone numbers provided by the Customer to the Company.

4. This Agreement may be suspended or canceled at any time at the Company's option should the protective equipment on the property of the Customer become so substantially disabled or damaged that further service is impracticable or if the rendering of such service is not possible by reason of strike, riot, floods, fires, interruption of communications services, Acts of God, or any other cause beyond the control of Company and Midcontinent.

5. The Customer acknowledges the only obligation of the Company is to monitor the signals from the Customer's electro-protective system and respond to the signals when received. The Company will make reasonable effort to notify the authorities listed in the Notifications part of the Agreement.

6. Customer understands the signals from the electro-protective system which Company will monitor, are transmitted to Company via telephone and Internet lines as well as wireless communications, all of which Company has no control. Customer understands and agrees Company cannot be responsible for any monitoring during periods when these means of transmission are interrupted for whatever reason.

7. Customer understands the signals from the electro-mechanical device are transmitted for monitoring either through the hard-wired data lines or, as a backup, the wireless cellular network. When the backup wireless cellular network is utilized, Customer understands the signals may not be reliable due to various conditions, including but not limited to, atmospheric conditions, geography, weak or lost cellular signals, or complete cellular outage.

8. Neither the Company nor Midcontinent shall be responsible for delays in the response time or failure to respond by any authorities or individuals notified by the Company according to Customer's instructions and list in the Agreement.

9. Customer understands that although the Company is paid to monitor the system, it cannot guaranty that loss or damage cannot occur. The Company and Midcontinent are not insurers against loss or damage. The Customer is encouraged in all instances to make his or her own insurance arrangements.

10. Customer agrees that in no event shall the Company or Midcontinent be liable for any consequential damages. Company and Midcontinent disclaim any and all implied warranties of merchantability and fitness for a particular purpose. The only warranties applicable will be those agreed to by the Parties in a signed written agreement.

11. Customer agrees that if he/she does not make payments in a timely manner, the service may be disconnected. If there is a disconnection for any reason, monitoring and reporting will discontinue as of the disconnection date and time. Company and Midcontinent cannot and will not be responsible for any events that occur after the disconnection.

12. This Agreement shall be governed by the laws of the state in which the electro-protective device is in service.

IMPORTANT INFORMATION

Important Items to Remember:

Master Security Code (for Touchscreen/Web Portal disarming and Settings control)**:** ___ ___ ___ ___

Midco SmartHOME Account #: 18- _____

Passcode/Secret Word (in case of false alarm)**:** _____

Central Station Phone Number: 1-855-643-2674 (MIDCOSH)

Web Access: midcocomm.com/smarthome

Web Portal Username (for remote access)**:** _____

Web Portal Password (for remote access)**:** _____

Note: The above information is strictly for your use only.

Service Notes:

Midcontinent®
COMMUNICATIONS

The Connection That Counts™

MC64 UG 0714